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Not Entered

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ENTERED
JAM

Inventors: Hariharakrishnan Mannarsamy

Art Unit: 2113

Serial No.: 09/858,105

Examiner: Joseph D Manoskey

Filing Date: May 15, 2001

Docket No.: 70006679-1

Title: A Helpdesk System and Method

RECEIVED

APR 22 2004

Technology Center 2100

RESPONSE

COMMISSIONER FOR PATENTS
Washington, D.C. 20231

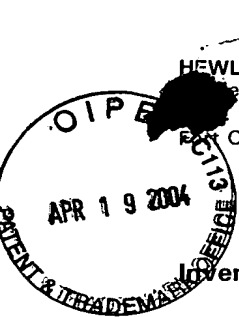
Sir,

In response to the Office Action dated **February 05, 2004** for the above patent application, Applicant hereby respectfully requests the above-identified application be amended as follows:

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.

04/20/2004 MBERHE 00000111 082025 09858105
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HEWLETT-PACKARD COMPANY
Intellectual Property Administration
Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION
ATTORNEY DOCKET NO. 70006679-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Hariharakrishnan MANNARSAMY

Confirmation No.: 1766

Application No.: 09/858105

Examiner: Joseph D Manoskey

Filing Date: May 15, 2001

Group Art Unit: 2113

Title: A Helpdesk System And Method

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Technology Center 2100

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
(X) New fee as calculated below () Supplemental Declaration
() No additional fee (Address envelope to "Mail Stop Non-Fee Amendment")
() Other: _____ (fee \$ _____)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	10	MINUS	20	= 0	X \$18	\$ 0
INDEP. CLAIMS	4	MINUS	3	= 1	X \$86	\$ 86
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$290	\$ 0
EXTENSION FEE	1ST MONTH \$110.00	2ND MONTH \$420.00	3RD MONTH \$950.00	4TH MONTH \$1480.00		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 86

Charge \$ 86 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 15 April 2004

Typed Name: Ramona J. Zaya

Signature: _____

Respectfully submitted,

Hariharakrishnan MANNARSAMY

By _____

Wendell J. Jones

Attorney/Agent for Applicant(s)
Reg. No. 45,961

Date: 15 April 2004